

Report of the Chief Executive

HOUSING ENGAGEMENT STRATEGY 2019 - 2022

1. Purpose of report

To seek Committee approval for a new Housing Engagement Strategy and a new approach to engaging with our customers.

2. Detail

In January 2019 the Housing Committee approved the proposed key themes of the new strategy:

- Increase our range of informal opportunities
- Review our formal engagement structure
- Improve our approach to encouraging involvement
- Increase the methods used to provide feedback

The strategy outlines the changes to our resident engagement considering both the social housing green paper: A new deal for social housing and 'Change at the Council' an Independent Review of Governance for the Royal Borough of Kensington and Chelsea following the Grenfell Tower fire. The Strategy also reflects the increased focus on informal methods of engagement.

As part of the new approach the Housing Service will pilot the use of Housing Surgeries throughout the borough. The surgeries will provide an opportunity for tenants to speak to members of the housing team for advice. Once the pilot is complete a report will be brought to Housing Committee to review the success and if they should continue.

The Engagement Strategy is supported by an annual action plan. Progress will be reported annually to Housing Committee.

Following approval, the Engagement Strategy will be designed into a variety of formats including for the Council website. The part of the strategy which highlights how customers can get involved will also be printed as a leaflet.

Recommendation

The Committee is asked to RESOLVE that the Housing Engagement Strategy be approved and that a pilot of Housing Surgeries is commenced.

Background papers

Nil